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WASHINGTON STATE
EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **TELECOMMUNICATIONS SUPERVISOR**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible for ensuring that all telecommunications needs to serve the EOC operations are functioning properly. Ensure that all alert and warning procedures are followed and that all equipment is operational. Provide recommended solutions concerning telecommunications needs or problems to the EOC Supervisor.

OVERALL DUTIES:

➢ Ensure all systems are monitored that may be necessary for the incident in progress.

➢ Provide resource advice on communications needs statewide, as necessary.

➢ Ensure communications and warning actions are carried out in accordance with the appropriate directives.

ACTION ITEMS:

( ) Report to the State EOC and the EOC Supervisor. Check in with the Administration Section Supervisor in the EOC. Begin an individual log of actions taken during the emergency.

( ) Check on warning messages received or to be sent. Ensure that the appropriate actions have been taken and recorded.

( ) Ensure NAWAS and ACCESS terminals are functional and that all alert notification or warning messages have been sent, as appropriate, including possible EAS activation.

( ) Ensure telephone and 2-way radio systems are operational and functional.

( ) Advise the EOC Supervisor of the status of all communications needs and capabilities, including staffing needed for current and extended operations.

( ) Ensure that appropriate logs and records are properly maintained by the appropriate communications operators.

IN ADDITION TO THE GENERAL RESPONSIBILITIES LISTED ABOVE, THE FOLLOWING ACTIONS SHOULD BE TAKEN RELATED TO SPECIFIC CONTINGENCIES:

FOR FIXED NUCLEAR/CSEPP FACILITIES EVENTS

ALL CLASSIFICATION LEVELS

( )   Review the lists of automatic actions to ensure that they are carried out.

( )   Ensure that crash phones, select dial phones, satellite phones, and dedicated fax machines are functional and assist EOC staff on their use.

( )   Ensure that NAWAS and ACCESS messages are prepared and procedures are followed as classification levels change.

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WASHINGTON STATE
EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **TELECOMMUNICATIONS COORDINATOR**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible to the Telecommunications Supervisor for the operation of the Duty Room and its' associated equipment in support of the EOC activation in the absence of assigned communications operators. Assist the Communications Supervisor in identifying telecommunications needs and resolving telecommunications issues which occur as a result of an emergency/disaster.

OVERALL DUTIES:

➢ Assist the Communications Supervisor in setting up administrative and dedicated telephones, as required.

➢ Refer to the Communications Operating Instruction Manual (yellow binder), as necessary, for specific instructions on operating the equipment in the communications room.

➢ Operate specific radio systems, as necessary.

➢ Monitor all systems that may be appropriate for, and in use during, the incident in progress.

ACTION ITEMS:

( ) Report to the State EOC check in with the:

    A. Duty Officer.

    B. Telecommunications Supervisor.

    C. Administration Section Supervisor in the EOC.

( ) Begin operation of NAWAS and 2-way radio systems, as directed by the Communications Supervisor. Ensures operators have proper message forms/station logs, ensures equipment is operational/functional, and ensures RACES room is functional.

( ) Reports problems/status of communication links to the Communications Supervisor.

( )   As directed, receive and disseminate warning information, in accordance with the appropriate warning procedures.

( )   Record and log all actions on the appropriate log sheets.

IN ADDITION TO THE GENERAL RESPONSIBILITIES LISTED ABOVE, THE FOLLOWING ACTIONS SHOULD BE TAKEN RELATED TO SPECIFIC CONTINGENCIES:

FOR FIXED NUCLEAR/CSEPP FACILITIES EVENTS

ALL CLASSIFICATION LEVELS

( )   Test and maintain operational status of the crash phones, select dial phones, satellite phones, and dedicated fax machines.

( )   As directed, ensure that NAWAS and ACCESS messages are prepared and procedures are followed as classification levels change.

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WASHINGTON STATE
EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **RADIO OPERATORS**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible for transmitting and receiving messages through the radio systems of the division.

ACTION ITEMS:

( )   Report to the state EOC and Communications Supervisor.

( )   Establish station logs, incoming and outgoing, for assigned radio station. Operate equipment in accordance with operating instructions and procedures. Note: RACES radio operators use appropriate ARRL/ARES log forms/procedures.

For Incoming Messages

( )   When receiving traffic, copy message verbatim on the General Message Form.

( )   If not clear, read back to ensure accuracy.

( )   On message form, indicate time of receipt (TOR) and initials.

( )   On incoming station log, log the TOR, date, and your initials.

( )   Provide message to the Message Center for logging.

For Outgoing Messages

( )   Be sure message is legible and readable.

( )   After transmitting message, indicate on the message the time of transmit (TOT) and your initials.

( )   On the outgoing station log, log the TOT, date, and your initials.

( )   Return message to the Message Center for logging.

( )   Use "plain talk" at all times when transmitting/receiving traffic.

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EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **MESSAGE CENTER OPERATOR (S)**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Primary responsibility for transmitting and receiving facsimile messages through the machines located in the Message Center.

Secondary responsibility for making copies of messages or other documents and distributing messages as needed.

ACTION ITEMS:

( )   Report to the state EOC and Message Center Supervisor. Check in with the Receptionist and Switchboard Operator at the main entrance to the EOC.

( )   Establish station logs (use Message Control Log, DA Form 5651) for each facsimile machine.

    Incoming logs for the Sharp and WNP 2 machines.
    Outgoing logs for the Ricoh and WNP 2 machines.

( )   Operate the following facsimile machines

    ( )   RECEIVE ONLY fax machine: Sharp FO-4850

    ( )   TRANSMIT ONLY fax machines: 2- Ricoh Fax 4000l

    ( )   WNP 2 dedicated fax machine: Sharp FO-2850

( )   Ensure facsimile machines are operational and that adequate amounts of paper are loaded for the printing of messages.

For Incoming Messages (Sharp)

( )   On the message, indicate the time of receipt (TOR) and your initials.

( )   On the incoming station log, log each message in sequential order noting the TOR, date, and your initials.

( )   Provide message to the Message Center clerk.

( ) After message has been logged, make one copy for the message center file and place the original in the distribution box of the designated action agency/staff.

For Outgoing Messages (Ricoh)

( ) Send message in accordance with operating instructions provided in the message center. Always place messages into the "MEMORY" of the fax machine.

( ) After message has been transmitted, retain the transmit report (indicates message "OK" and a portion of the header sheet). Indicate time of transmit (TOT) and your initials.

( ) On the outgoing log, log each message in sequential order noting the time of transmit (TOT), date, and your initials.

( ) Provide the transmit report and original message to the Message Clerk.

( ) After message has been logged, make one copy for the message center file and place the original in the distribution box of the agency/staff which prepared the message.

For Incoming/Outgoing Messages (WNP 2 – Sharp FO-2850 machine)

( ) On the separate in and out station logs, log each message in sequential order noting the TOR or TOT, date and your initials.

( ) On each message, indicate the TOR or TOT and your initials.

( ) Provide the message to the Message Clerk.

Other Duties:

( ) Be prepared to deliver messages to EOC personnel, as needed.

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EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **MESSAGE CENTER SUPERVISOR**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Manage message center operations and supervise the Message Clerk, facsimile operators, Copy Machine Operator, and runners. Ensure messages being received/transmitted are logged and distributed to the State EOC staff in a timely manner. Perform duties as a message runner as needed.

OVERALL DUTIES:

➢ Supervise the Message Clerk, fax operators, copier, and runners.

➢ Supervise the distribution of messages that are routed within the EOC. Ensure routing is determined by Assistant EOC Supervisor.

➢ During Exercises provide the Evaluator with a list of messages upon request.

ACTION ITEMS:

( ) Report to the State EOC and the Communications Supervisor. Check in with the Administration Section Supervisor in the EOC. Begin an individual log of actions taken during the emergency.

( ) Establish the message center and maintain order within center.

( ) Ensure that the computer is set up and working properly for logging incoming/outgoing messages.

( ) Ensure that the scanner is set up and working properly for scanning incoming messages.

( ) Ensure that a filing system of incoming and outgoing messages is established and maintained.

( ) Ensure message traffic is coordinated and distributed in a timely manner. Distribution is to be accomplished on a first in, first out basis according to the precedence of the message. Precedence priorities are: Immediate, Priority, Routine.

( )	Advise Administration Section Supervisor of need for additional staff.

( )	Provide the EOC Supervisor, when requested, with a complete list of messages generated during the activation of the EOC.

( )	During exercises maintain a separate copy of all incoming and outgoing messages for use by the evaluators.

( )	Keep the Telecommunications Supervisor informed on the status of the fax machines.

( )	Assist the Telecommunications Supervisor in determining the "means" for transmitting a message, based on its precedence and the availability of systems.

IN ADDITION TO THE GENERAL RESPONSIBILITIES LISTED ABOVE, THE FOLLOWING ACTIONS SHOULD BE TAKEN RELATED TO SPECIFIC CONTINGENCIES:

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ALL CLASSIFICATION LEVELS

( )	When a notification form is received, process it immediately and distribute it to the Assistant EOC Supervisor who will provide routing instructions.

( )	Upon demobilization, collect master message file and individual messages from message control. Pass these files to the EOC Supervisor.

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EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **MESSAGE CLERK**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible for the logging and distribution of electronic and hard copy incoming messages, reviewing outgoing messages for format/completion, and logging outgoing messages for transmission.

OVERALL DUTIES:

➢ As messages come into the message control area:

    A.   Log in the message into the system noting message number, to/from, time (received/transmitted), communications means used, and subject.

    B.   Initial the message form in the upper right hand corner, showing that the message has been input.

➢ Supply the Message Center Supervisor, when requested, a complete file listing of messages generated or received during the emergency.

ACTION ITEMS:

( )   Report to the State EOC Administration Section Supervisor and Message Center Supervisor.

( )   Assist, as needed, in setting up the message center computer and related supplies.

( )   Turn on the computer and scanner, from the main menu, open MS Word log template establish the Message Center Log, the Incoming and the Outgoing Logs.

For Incoming Messages

( )   Assign an incoming message number and log in to the system.

( )   Make a copy for file, and provide message to the Asst. EOC Supervisor for routing and distribution.

( )   Scan copy of message into PC for electronic distribution via the LAN.

( )   Distribute scanned message electronically.

For Outgoing Messages

( )   Review message form for completion.

( )   Assign an outgoing message number.

( )   Log in message to the system, and provide message to the Message Center Supervisor for transmission.

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EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **RUNNERS**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible for distributing messages within the Emergency Operations Center (EOC).

ACTION ITEMS:

( )   Report to the state EOC Administration Section Supervisor and Message Center Supervisor.

( )   Review with the Message Center Supervisor the process for distributing message traffic to the EOC staff.

OTHER DUTIES:

( )   Be prepared to operate the fax and copy machines.

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EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **SWITCHBOARD OPERATOR** (EOC)

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible for processing all incoming phone calls into the Emergency Operations Center (EOC) during an emergency operation activation. Receiving, screening and routing phone calls to staff members in the EOC.

ACTION ITEMS:

( ) Report to the State EOC Administration Section Supervisor and the Communications Supervisor.

( ) Begin an individual log of actions taken during the emergency.

( ) Collect supply items, such as:
* pink message pads (see state form #SF8023)
* scratch paper
* pens and pencils
* head set for phone answering console
* white-out tape
* post-it notes
* garbage can

( ) Secure a copy of the "EOC Floor Plan" and proposed "Staffing pattern" seating arrangement. Fill in staff names and titles by each extension listed on the EOC Floor Plan, if necessary. Fill in phone extension numbers for each position listed on the Staffing Pattern, if necessary. Provide a copy of the EOC floor plan to the EOC Supervisor, Assistant Supervisor, Section Supervisors, Policy Room Administrative Assistant, and the Duty Officer.

( ) Answer incoming calls, determine where to transfer calls and transfer.

( ) Screening PIO calls:

-- Take messages for all rumor control, PIO, and press calls until informed by the Washington Emergency Information Center (WEIC) manager that the Public Information Officer (PIO) staff are ready to operate or PIO phones have been set up with toll numbers.

( ) If Executive section members are on another call or line, their calls are to be sent to the Disaster Manager's Administrative Assistant to be answered or a message taken.

( )   If emergency calls come into the switchboard that do not relate to the emergency in progress, transfer the call(s) to the Duty Officer in the Duty Room.

( )   If the EOC shift change occurs, brief the person who will be replacing you.

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WASHINGTON STATE
EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **AUTOMATION SYSTEMS COORDINATOR**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible to the Communications Supervisor for the operation of the Emergency Operation Center (EOC) automation systems support and local area network. Assist the Communications Supervisor in identifying automation system support needs and resolving automation support issues which occur as a result of an emergency/disaster.

OVERALL DUTIES:

➢   Assist in setting up EOC workstations and ensuring that automation support systems are operational.

➢   Monitor all automation systems that may be appropriate for, and in use during, the incident in progress.

ACTION ITEMS:

( )   Report to the State EOC Administration Section Supervisor and the Communications Supervisor. Begin a record of actions taken during the emergency.

( )   Ensure that the EOC automation support systems are operational.

( )   Report problems/status of automation systems to the Communications Supervisor.

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WASHINGTON STATE
EMERGENCY OPERATION CENTER
CHECKLIST

POSITION: **ADMINISTRATIVE ASSISTANT TO TELECOMMUNICATIONS**

GENERAL DESCRIPTION OF RESPONSIBILITIES:

Responsible to the Communications Supervisor for maintaining the Telecommunications Section log and taking calls as needed.

ACTION ITEMS:

( )   Report to the State Emergency Operation Center Administration Section Supervisor and the Communications Supervisor.

( )   Ensure that the Telecommunications Section workstation is up and operating. Initiate incident logs for section activities.